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Amendments to the Claims:

This listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

     1.   (Currently Amended): A method for requesting one or more machines to be maintained, comprising:

        monitoring the machine or machines;

        detecting that a failure of at least one machine has occurred;

        in response to the failure, halting an in-progress production job being run on the failed machine;

        executing a computer program on an electronic terminal associated with the failed machine;

        entering data relating to the condition of the failed machine into the computer program via the electronic terminal; ~~and~~

        transmitting the data to a database server, thereby initiating a process to alter the condition of the failed machine;~~and~~

        compiling historical data relating to the condition of the one or more machines using the database server;

        wherein the historical information includes computer-generated data relating to the failure~~;~~ and

        resuming the in-progress production job upon resolution of the failure.

     2.   (Canceled)

     3.   (Original): The method of claim 1 wherein the electronic terminal includes a monitor and further comprising displaying screen displays having data fields.

4.   (Original): The method of claim 1, further comprising transmitting the data to an email server, thereby initiating a process to transmit an alert to a maintenance technician.

5.   (Original): The method of claim 4, wherein the alert is sent to a maintenance technician's personal pager.

6.   (Original): The method of claim 4, wherein the alert is sent to a maintenance technician as an electronic mail message.

7.   (Original): The method of claim 3 wherein at least a first of the data fields includes a drop-down menu having a plurality of codes relating to potential conditions of the one or more machines.

8.   (Original): The method of claim 7 wherein entering data relating to the condition of the one or more machines includes selecting a code from the drop-down menu relating to the condition of the one or more machines.

9.   (Original): The method of claim 3 wherein at least a second of the data fields includes a text area for entering operator notes.

10.   (Original): The method of claim 9 wherein entering data relating to the condition of the one or more machines includes entering operator notes into the text area for entering operator notes.

11.   (Original): The method of claim 3 wherein the screen displays also include one or more electronic buttons for use with a pointing device to initiate certain operations.

12.   (Original): The method of claim 11 further comprising entering data with the pointing device and selecting an electronic button, thereby initiating transmitting the data to the database server.

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13.   (Original): The method of claim 1 wherein the machine or machines includes mail processing equipment.

14.   (Original): The method of claim 3 wherein at least a third one of the data fields includes a drop-down menu having a plurality of codes relating to potential repair activities required due to the failure of the machine.

15.   (Original): The method of claim 14 further comprising selecting a code from the drop-down menu relating to a repair activity required due to the failure of the machine.

16.   (Original): The method of claim 3 wherein at least a fourth one of the data fields includes a text area for entering information relating to the amount of time required to repair the machine.

17.   (Original): The method of claim 16 further comprising entering data relating to the amount of time required to repair the machine into the fourth one of the data fields.

18.   (Original): The method of claim 3 wherein at least a fifth one of the data fields includes a text area for displaying information relating to the amount of time a repair technician spends taking breaks while altering the condition of the failed machine.

19.   (Original): The method of claim 18 further comprising entering information relating to the amount of time spent taking breaks into the fifth one of the data fields.

20.   (Currently Amended): A system for coordinating the maintenance of various machines at one or more remote locations, comprising:
           a database server, including a communications connection that provides electronic access to one or more remote locations, including the remote locations were the various machines are located, wherein the database server is configured to receive information from each of the one or more remote locations relating to the condition of the machine or machines at the location, wherein the database server is configured to store the information electronically such

that the information may be later analyzed, wherein the database server is further configured such that, upon receipt of a request from a remote location, the database server transmits an alert to the remote location, thereby initiating a process to alter the condition of the machine, wherein the information includes historical information including computer-generated data relating to a machine failure~;~ and

           a process control program programmed to halt in-progress production jobs upon detection of a failure and resume in-progress production jobs upon resolution of the failure.

          21.   (Original): The system of claim 20 wherein the machine includes mail processing equipment.

          22.   (Currently Amended): A device for requesting one or more machines to be maintained, comprising:

          a computer, including a central processor;

          a monitor that graphically displays a user interface having various elements wherein at least a first of the various elements includes a drop-down menu having a plurality of codes relating to potential conditions of the one or more machines;

          a data entry system that responds to commands to enter data into various ones of the elements;

          a communications arrangement for electronically interfacing to a central location, the central location being configured to electronically access one or more remote locations, including the location were the one or more machines to be maintained is/are located, wherein the central location is further configured to receive information from each of the one or more remote locations relating to the condition of a machine or machines at the location, wherein the information includes historical information including computer-generated data relating to a machine failure, wherein the central location is also configured to store the information electronically such that the information may be later analyzed, wherein the central location is further configured such that upon receipt of a request from a remote location, the central location sends an alert to the remote location, thereby initiating a process to alter the condition of the machine~;~ and

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<u>a process control program programmed to halt in-progress production jobs upon</u>

<u>detection of a failure and resume in-progress production jobs upon resolution of the failure.</u>

23.   (Original): The device of claim 22 wherein at least a second of the various elements includes a text area for entering operator notes.

24.   (Original): The device of claim 22 wherein at least a third one of the various elements includes one or more electronic buttons for use with the pointing device to initiate certain operations.

25.   (Original): The device of claim 22 wherein the machine or machines includes mail processing equipment.

26.   (Original): The device of claim 22 wherein at least a fourth one of the various elements includes a drop-down menu having a plurality of codes relating to potential repair activities.

27.   (Original): The device of claim 22 wherein at least a fifth one of the various elements includes a text area for entering information relating to the amount of time spent in maintaining a machine.

28.   (Currently Amended): A system for coordinating the maintenance of various <u>mail processing</u> machines at different locations, comprising:

at least one <u>mail processing</u> machine, the maintenance of which is to be coordinated;

a controller associated with the <u>mail processing</u> machine, including a monitor and a data input device, wherein the controller is configured to receive data relating to the condition of the <u>mail processing</u> machine, and wherein the controller is further configured to transmit the data to at least a second location;

a database server and a communications connection that provides electronic access to other locations, wherein the database server is configured to receive information from

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the controller relating to the condition of the <u>mail processing</u> machine or <u>mail processing</u> machines, wherein the database server is configured to store the information electronically such that the information may be later analyzed, wherein the information includes historical information including computer-generated data relating to a machine failure, wherein the database server is further configured such that upon receipt of a request, the database server causes an alert to be transmitted to another location, thereby initiating a process to alter the condition of the <u>mail processing</u> machine; and

a remote computer configured to receive the alert, wherein the remote computer is further configured to relay the content of the alert to a maintenance technician~;

<u>a process control program programmed to halt in-progress production jobs upon detection of a failure and resume in-progress production jobs upon resolution of the failure wherein the in-progress production job includes a plurality of mail items; and</u>

<u>a performance measurement system configured to track mail items processed for testing while the in-progress production job is halted.</u>

29.   (Canceled)

30.   (Original): The system of claim 28 wherein the remote computer comprises a pager.

31.   (Original): The system of claim 28 wherein the content of the alert is relayed to the maintenance technician via an electronic email.

32.   (Canceled)